

# PILOT ORDER PROCEDURE



## WHO?

The operator: the captain, charterer, administrator or agent of a vessel.

## HOW?

Initial pilot order: the first pilot order which has to be specified by the operator using the electronic system of the port of destination or departure.

Pilot order time: the moment when the pilot is required on board.

Any change has to be reported via the electronic system of the port, fax, fixed and mobile phone (excluding SMS) and e-mail (only for captains) to the pilot order service.

## WHEN?

The operator has to report the initial pilot order not later than 6 hours prior to the pilot order time before arriving at one of the pilot boarding stations.

The pilot order becomes active 6 hours before the pilot order time.

A pilot order for Ghent and Antwerp sent more than 24 hours before pilot order must be reconfirmed by the operator from 12 hours before the pilot order time, but at least 6 hours prior to the latter.

The operator has to report the initial pilot order for an outgoing vessel and for a shift within a Flemish port at least 3 hours before the pilot order time.  
The pilot order becomes active 3 hours before the pilot order time.

When the pilot order has to be postponed with more than 1 hour, the operator has to change the pilot order time using the electronic system of the port, fax, fixed and mobile phone (excluding SMS) and e-mail (only for captains).

Any cancellation has to be reported immediately via the electronic system of the port, fax, fixed and mobile phone (excluding SMS) and e-mail (only for captains) to the pilot order service.

## COORDINATES PILOT ORDER SERVICES

### *Pilot order service for Antwerp, Bovenzeeschede and Zeekanaal*

Tel: 24/24 +32 (0)3 222 08 65  
+32 (0)3 232 02 29  
+32 (0)3 231 89 52  
Mobile: 24/24 +32 (0)476 58 01 49  
Fax: 24/24 +32 (0)3 232 20 85  
E-mail For captains only  
via Wandelaar orderpilot@loodswezen.be  
via Steenbank scheldepilot@loodswezen.nl  
Electronic system: APICS/LIS

### *Pilot order service for Ghent*

Tel: 24/24 +32 (0)9 250 57 11 - 14  
(switchboard)  
Mobile: 24/24 +32 (0)478 58 14 80  
Fax: 24/24 +32 (0)9 251 63 21  
E-mail For captains only  
via Wandelaar orderpilot@loodswezen.be  
via Steenbank scheldepilot@loodswezen.nl  
Electronic system: ENIGMA

### *Pilot order service for coastal ports*

Tel: 24/24 +32 (0)50 35 52 39  
Mobile: 24/24 +32 (0)478 58 21 10  
Fax: 24/24 +32 (0)50 35 78 12  
E-mail For captains only  
orderpilot@loodswezen.be  
Electronic system:  
Zeebrugge: ZEDIS  
Oostende: ENSOR  
Nieuwpoort: LIS

### *Flemish pilot order service Vlissingen*

Tel: 24/24 +31 (0)118 42 45 40  
Mobile: 24/24 +32 (0)473 89 70 02  
Fax: 24/24 +31 (0)118 43 15 37

### *Pilot order service for the Dutch ports*

Tel: 24/24 +31 (0)118 48 95 09  
Fax: 24/24 +31 (0)118 41 23 21  
E-mail For captains only  
scheldepilot@loodswezen.nl  
Electronic system: LIS